

ESF 6: Mass Care

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1.0 Introduction

Coordinating Agency:

- Lewis & Clark County Disaster & Emergency Services (LCCO DES)

Primary Agencies:

- American Red Cross (ARC)
- Lewis & Clark County Disaster & Emergency Services

Support Agencies:

- | | |
|--|--|
| ▪ Law Enforcement Agencies | ▪ Salvation Army |
| ▪ City/County Public Health Department | ▪ Lewis & Clark County Humane Society |
| ▪ St. Peter's Hospital | ▪ Local Volunteer Organizations (NGOs, CBOs, FBOs, CERT etc.) |
| ▪ Emergency Medical Services (EMS) | ▪ Capitol City Amateur Radio Club (CCRC)/Amateur Radio Emergency Services (ARES) |
| ▪ Local School Districts | ▪ Montana Disaster & Emergency Services (MTDES) |
| ▪ Local Churches | ▪ Montana Department of Public Health & Human Services (DPHHS) |
| ▪ United Way | |

1.1 Purpose

Emergency Support Function (ESF) #6: Mass Care is developed to coordinate efforts to provide sheltering, feeding, and emergency first aid following an emergency or disaster requiring response assistance, to operate a Disaster Welfare Information (DWI) system to collect, receive, and report information about the status of victims and assist with family reunification within the affected area, and to coordinate bulk distribution of emergency relief supplies vital to the delivery of services, to victims following the event.

1.2 Scope

This ESF addresses temporary short term needs during a major emergency or disaster and the coordination of mass care through the Emergency Operations Center (EOC) and in conjunction with American Red Cross (ARC). Specifically, ESF-6 addresses:

- ♦ Sheltering
- ♦ Feeding
- ♦ Emergency First Aid
- ♦ Emergency and disaster assistance for individuals and families
- ♦ Human Services

1.3 ESF Activation & Plan Maintenance

ESF 6 may be activated independently or in conjunction with other ESFs, depending on the needs of the situation. The ESF 6 Coordinating and Primary Agencies will be responsible for review and revision of this annex.

The primary responsibility for development and maintenance of this annex is that of LCCO DES with support from all supporting agencies and departments.

This annex should be reviewed and revised annually, unless significant changes warrant earlier revision. Continued and regular revision and updating should keep this document valid and useful. Regular testing and exercising

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should establish the groundwork for efficient and expeditious delivery of assistance in times of emergency or disaster.

1.4 Policies

- ❖ This annex is effective immediately upon approval.
- ❖ All appropriate governmental and volunteer agency resources should be used as available.
- ❖ All services should be provided without regard to economic status or racial, religious, political, ethnic, or other affiliation.
- ❖ This Annex should not supersede the American Red Cross (ARC) response and relief activities.
- ❖ Priorities should be established for use of limited public transportation assets.
- ❖ As much as possible, all agencies and organizations involved in the execution of this annex should be organized, equipped, and trained to perform all designated and implied responsibilities contained in this annex and its implementing instructions for both response and recovery operations.
- ❖ All organizations are responsible for the development and maintenance of their own internal operating and notification procedures. No part of this annex is intended to supplant agency SOP/SOGs.
- ❖ All organizations are responsible for filling any important vacancies; recalling personnel from leave, if appropriate; and, alerting those who are absent due to other duties or assignments.
- ❖ Personnel designated as on-scene responders or representatives to the EOC should make prior arrangements to ensure that their families are provided for in the event of an emergency, so to ensure a prompt, worry-free response and subsequent duty.

2.0 Situation & Assumptions

2.1 Situation

- ❖ Some of the hazards most likely to cause a need for mass care operations in Lewis & Clark County include, but aren't limited to earthquake, fire, flood and hazardous materials emergencies. Such emergencies in neighboring jurisdictions could prompt evacuations into our community as well.
- ❖ Lewis & Clark County recognizes that we have the ultimate responsibility for providing shelter and other mass care services to protect local residents displaced from their homes and others who evacuate into our jurisdiction due to emergency situations.
- ❖ Mass care needs may range from very short term operations for a limited number of people where the primary objective is to provide protection from the weather, comfortable seating, and access to rest rooms to more lengthy operations for large number of evacuees where feeding, sleeping, and shower facilities are desirable and a variety of assistance must be provided to evacuees.
- ❖ The American Red Cross (ARC) independently provides mass care to disaster victims as part of a broad program of disaster relief, as outlined in charter provisions enacted by the United States Congress, Act of January 5, 1905, and the Disaster Relief Act of 1974. ARC also assumes primary agency responsibility under the National Response Framework, to coordinate federal response assistance to the mass care response of state and local governments, and the efforts of other voluntary agencies, including ARC relief operations.
- ❖ The ARC signs agreements with local governments, school districts, churches, and other organizations to use their facilities for shelter and mass care operations. The ARC identifies suitable shelter facilities based on a set of standards, maintains a list of potential shelters, maintains shelter kits, and trains shelter management personnel
- ❖ Disaster conditions are likely to require that domestic animals and livestock be evacuated and cared for. Animals (with the exception of Service Animals) are not allowed in public shelters. Sheltering for animals is addressed in [ESF-11 Agriculture and Natural Resources](#).

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- ❖ The County's response during incidents, emergencies, or disasters is based on the availability of resources. If the response requirements go beyond local capabilities, mutual aid, state, and/or federal assistance should be requested.

2.2 Assumptions

- ❖ Emergencies and disasters may occur without warning at any time of day or night, and may cause mass casualties.
- ❖ Widespread damages may necessitate the relocation of victims and the need for mass care operations.
- ❖ Some victims will go to shelters; others will find shelter with friends and relatives. Some may stay with or near their damaged homes.
- ❖ Shelters may have to be opened with little notice. Until the ARC personnel arrive and assume responsibility for managing such shelters, local government personnel may have to manage and coordinate shelter and mass care activities.
- ❖ The demand for shelters may prove to be higher than what is available.
- ❖ If ARC services are not available, other volunteer organizations and religious groups may open shelters. Some of these organizations and groups coordinate their efforts with the ARC, while others may operate these facilities themselves and assume full responsibility for them.
- ❖ Essential public and private services will be continued during mass care operations. However, for a major evacuation that generates a large-scale shelter and mass care operation, normal activities at schools, community centers, churches, and other facilities used as shelters may have to be curtailed.
- ❖ Volunteer organizations that normally respond to emergency situations will assist in mass care operations.
- ❖ Large numbers of spontaneous volunteers may emerge, which will require planning and training before volunteers can be released to field operations.
- ❖ Emergency operations for most human services organizations (mass care, individual assistance, sheltering, special medical needs and special needs) will be an extension of normal programs and services.

3.0 Concept of Operations

3.1 General

- ❖ The Incident Commander or the EOC staff is expected to determine the need for opening shelters and commencing mass care operations based on the emergency situation that prevails.
- ❖ The American Red Cross (ARC) has been chartered under federal law to provide mass care to victims of natural disasters. The County should work closely with ARC and other volunteer disaster assistance organizations, to provide temporary shelter and essential life support services for people displaced from their homes.
- ❖ The ARC representative to the EOC may function as the ESF 6 Manager.
- ❖ The ARC and other private disaster assistance organizations may be called upon to:
 - ♦ Open and manage temporary shelters for the displaced population.
 - ♦ Activate or organize shelter teams and provide shelter kits.
 - ♦ Register those occupying public shelters.
 - ♦ Provide feeding, emergency first aid, and other basic life support needs for those occupying temporary shelters.
 - ♦ For extended shelter operations, activate a family reunification system.
- ❖ Disaster victims should be encouraged to obtain housing with family or friends or in commercial facilities.
- ❖ The Volunteer and Donations Management function should be closely coordinated with mass care operations to facilitate the use of donated goods and volunteer labor to support ESF #6 activities. For more information, see [ESF #7 – Resource Management](#).

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Sheltering

Shelter Selection

- ❖ The American Red Cross is responsible for inventorying potential shelter locations and have:
 - ◆ Identified usable shelters, to include, but not limited to schools, churches, and campgrounds.
 - ◆ Written agreements to use shelters, as appropriate.
 - ◆ Trained volunteers for mass care and shelter operations.
 - ◆ Established a communication system for communications between shelters, Red Cross HQ, and the EOC.
 - ◆ Established, with other social service organizations, a crisis counseling system.
- ❖ In an actual emergency, information concerning the shelter program including public shelter locations should be disseminated in cooperation with the designated Public Information Officer and in coordination with the American Red Cross.

Shelter Operations

- ❖ **Screening & Registration** - The purpose of screening & registration is to be able to identify evacuees with special needs or concerns, respond to inquiries about the status of evacuees, monitor health concerns, and provide a basis for post-emergency follow-up support.
 - ◆ The ARC may assist local government in the registration of evacuees who are housed in ARC shelters. The ESF 6 Team should coordinate with other organizations that operate shelters to ensure that evacuees occupying those facilities are registered and information provided to the EOC.
 - ◆ Reception Centers (RC) may be used as a gathering place for evacuees to provide initial processing. These areas should be located along predetermined evacuation routes and sufficiently distant from the affected areas to provide ease of public access and to preclude possible relocation of the area. Guidance, information, and if necessary and available, transportation may be provided to move the evacuees to an appropriate mass care shelter.
- ❖ The specific facilities that will be used for sheltering and feeding during an emergency will depend on the needs of the situation, the status of available facilities, the location of the hazard area, and the anticipated duration of operations.
- ❖ Shelters should be opened and closed based on need. When occupancy of existing shelters reaches 75 to 80 percent, consideration should be given to opening an additional facility.
- ❖ Shelters should be managed by individuals with shelter management training, preferably individuals who work in the facility on a daily basis. The ARC and the ESF 6 Team should jointly maintain a listing of trained shelter and mass care facility managers in the local area.
- ❖ To ensure consistency in shelter activities, it is desirable that all shelters follow a general set of operating guidelines. When the ARC opens a shelter, ARC policies guide how the facility is staffed and operated.
- ❖ Private and NGO entities such as providers of mental health, developmental disabilities, and medical assistance may assist and augment the ARC in the screening and management of Shelters.
- ❖ Shelter managers are expected to provide periodic situation reports to the EOC on the status and number of occupants, resources needed, any problems and the number of meals served. Volunteer groups operating shelters may also be required to report this information through their organizational channels.
- ❖ Local government is responsible for providing the following support for shelter operations:
 - ◆ Security and, if necessary, traffic control at shelters.
 - ◆ Fire inspections and fire protection at shelters.
 - ◆ Transportation for food, shelter supplies, and equipment if the organization operating the shelter cannot do so.
 - ◆ Transportation of shelter occupants to feeding facilities, if necessary.
 - ◆ Basic medical attention, if the organization operating the shelter cannot do so.

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Animals

- ❖ Only service animals (seeing-eye dogs, etc.) are allowed in ARC affiliated shelters.
- ❖ For health reasons, **companion animals (pets) are not allowed in emergency shelters** operated by the ARC and most other organized volunteer groups.
- ❖ Domestic animals/livestock (horses, goats, cows, chickens, etc.) are not allowed at public shelters.
- ❖ Depending on the situation, we may use one or more of the following approaches to handle evacuees arriving with pets:
 - ◆ Provide pet owners information on nearby kennels, animal shelters, and veterinary clinics that have agreed to temporarily shelter pets.
 - ◆ Direct pet owner to a public shelter that has covered exterior corridors or adjacent support buildings where pets in carriers may be temporarily housed. *(While there may be temporary animal shelters next to shelters for humans, this cannot always be expected. Arrangements for companion animals are generally the responsibility of the pet owners)*
 - ◆ Set up temporary pet shelters at the Fairgrounds.
- ❖ For large scale events, the County may rely on the Humane Society to help coordinate pet shelter activities, and on the County Extension Office and other farm-related agencies or organizations for issues regarding livestock.

Feeding

- ❖ Both fixed facilities and mobile units may be used for preparing and serving meals. Fixed facilities include schools, churches, and civic buildings serving as shelters. The ARC and other disaster relief agencies may also deploy self-contained mobile feeding units to supplement fixed feeding facilities.

Emergency First Aid

- ❖ In the context of this plan, emergency first aid consists of basic first aid and referral to appropriate medical care provided at mass care facilities and designated sites.
- ❖ Emergency first aid services should be provided to victims and workers at mass care facilities and at designated sites within the affected area as available. This emergency first aid service should be supplementary to emergency health and medical services established to meet the needs of the victims.

Emergency And Disaster Assistance For Individuals And Families

In addition to the provision of shelter and mass care services, evacuees may need assistance with clothing, basic medical attention, prescription medicines, disaster mental health services, temporary housing, and other support services. Some of these services may be provided by the same volunteer organizations that are operating shelters.

In other cases, the ESF 6 Manager may have to identify the needs of those in public shelters to the Human Services Officer, who may be able to arrange for assistance from other volunteer organizations and agencies. Many human services programs also serve disaster victims that have not been evacuated from their homes.

Human Services

- ❖ Human Service programs assess the situation and implement an appropriate plan of action based on the resources available and the capability to assist victims.
- ❖ Crisis intervention supports the immediate short-term assistance for individuals, families, and groups dealing with the anxieties, stress, and trauma associated with a natural or human-caused emergency or disaster, including incidents of terrorism, mass criminal violence, and civil unrest. Crisis intervention is performed by qualified counselors of the public and private sectors of the counseling profession.
- ❖ Human Service programs identify special populations within the event area. Individuals such as the elderly, people with disabilities, those who communicate in languages other than English, and others, may have special needs that must be addressed. Agencies providing services to individual clientele, and group care facilities, such as group homes for children, nursing homes, and assisted living facilities should ensure that emergency commodities provided are delivered to their clientele and facilities.

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- ❖ Human service agencies coordinate victims' incident-related support services in the form of referrals to appropriate facilities and organizations, or through direct support to individuals. They can also assist by identifying special needs populations in order to notify and move individuals from harm's way to safe shelter.

Disaster Welfare Information (DWI)

- ❖ We will attempt to respond to disaster welfare inquiries from relatives and friends concerning the safety and welfare of evacuees or those in disaster areas to the best of our ability.
- ❖ A Welfare Inquiry system may not be established in short duration emergency situations.
- ❖ Mass care facilities assist in welfare inquiries by gathering information on disaster victims through registration of victims at shelters. Assistance may also include the distribution of postcards to shelter residents for their use in contacting family members outside the affected area. The organization of a welfare inquiry function may vary considerably. For a small-scale operation, the local ARC chapter may provide assistance by encouraging victims to register on the ARC Safe & Well website. For a large operation, a Welfare Inquiry or Family Reunification team may be established at the EOC. The need for the welfare inquiry function and its composition depend on factors such as the number of families affected, media coverage of the event, lack of communication capabilities in the affected area, and the number deaths, injuries, and illnesses.
- ❖ Shelter managers must be aware of the importance of confidentiality in gathering and releasing information about shelter occupants.

Special Needs Populations

- ❖ See [*Support Annex 1: Special Needs Populations*](#)

3.2 Notifications

- ❖ The DES Coordinator should notify the ESF-6 Primary Agency of EOC activation and request that a representative report to the EOC to coordinate ESF-6 activities.
- ❖ As additional EOC staffing needs become apparent, other support and partnering agency personnel may be asked to report to the EOC to assist with transportation activities.
- ❖ The DESC or his deputy may activate the EAS by contacting the NWS (453-4561 / 2081) to initiate the message. If phones are down, a message may be hand delivered to the primary EAS station, KMTX, at 516 Fuller Ave. Radio stations and TV stations should copy the message and interrupt regular programming for the broadcast.
- ❖ Public information on shelter openings and mass care operations should be coordinated through the County PIO, or if established, a Joint Information Center (JIC).

3.3 Preparedness

- ❖ Identify mass care facilities (temporary lodging and emergency feeding sites) and protective shelters
- ❖ Obtain cooperation of facility owners for use as mass care facilities and protective shelters
- ❖ Develop facility setup plans for potential shelters.
- ❖ Identify emergency feeding supplies
- ❖ Recruit and train volunteers for mass care operations.
- ❖ Develop a liaison with other community service organizations for providing mass care to the public.
- ❖ Identify population groups requiring special assistance during an emergency (i.e., senior citizens, special needs, etc.) and ensure that preparations are made to provide assistance.
- ❖ Appoint a representative to assist in the County EOC.
- ❖ Implement a public education campaign regarding the importance of having a family disaster plan and 72-hour preparedness kit.

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- ❖ Develop and test emergency plans and procedures/guidelines.
- ❖ Participate in emergency management training and exercises.

3.4 Response

Pre-evacuation Phase Actions:

The following actions should be taken by the American Red Cross (ARC) and those appropriate State, County, and local agencies to support reception, sheltering, and mass care activities *during a period of potential or imminent threat of disaster or emergency*:

- ❖ Notify key personnel to allow immediate review and implementation of plans and checklists.
- ❖ Partially or fully activate the Lewis & Clark County Emergency Operations Center (EOC), if necessary.
- ❖ Open designated mass care shelters and begin to stock those facilities with food, water, medical supplies, cots, blankets, and administrative supplies.
- ❖ Notify Health Department Officials of potential staff needs to assist ARC personnel at mass care shelters.
- ❖ Coordinate with local law enforcement for security at the shelter locations. May include local private security companies or even TSA employees.
- ❖ Provide trained staff as appropriate at reception centers and shelter(s).
- ❖ Establish primary and back-up communications between the mass care shelters and the ARC District Office. Communications should be established with the EOC if the ARC District Office is affected by the emergency.
- ❖ Establish and coordinate appropriate traffic control measures on evacuation routes to reception centers and mass care shelters.
- ❖ Coordinate the release of public information announcements and advisories regarding:
 - the need to evacuate,
 - evacuation routes,
 - reception center locations, and
 - personal items to be brought to the shelters (pets are excluded).
- ❖ Arrange transportation to shelters for those having special needs, and for those without transportation.
- ❖ Alert hotels and motels in neighboring unaffected jurisdictions, so that those facilities can prepare for an influx of evacuees not wishing to utilize public mass care shelters.

Implementation Phase Actions:

The following actions should be taken after the on-set of a disaster or emergency:

- ❖ Take actions listed above, if not previously accomplished.
- ❖ Maintain communications between reception centers, mass care shelters and the ARC District Office.
- ❖ Advise the EOC of the number and condition of the evacuees housed in each shelter.
- ❖ Provide the following for those in the affected area who are not housed in mass care shelters:
 - Emergency supplies of food, water, clothing, and first aid.
 - Temporary congregate feeding facilities, if necessary.
- ❖ Provide food and water for emergency workers.
- ❖ Coordinate release of public announcements concerning:
 - The condition and whereabouts of persons in, or evacuated from disaster areas;
 - The availability of emergency supplies of food, water and clothing; and
 - The locations of reception centers and mass care shelters.
- ❖ Provide assistance with registration of evacuees and victims

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3.5 Recovery

- ❖ Activate family reunification systems, like the [*ARC Safe & Well Website*](#) or FEMA's [*NEFRLS*](#) (*National Emergency Family Registration & Locator System*), as soon as possible.
- ❖ Continue to utilize multiple means of communicating public information and education.
- ❖ Ensure the availability of mental and behavioral health professionals
- ❖ Continue EOC operations until it is determined that EOC coordination is no longer necessary.
- ❖ Provide public information regarding safe re-entry to damaged areas
- ❖ Assist evacuees in returning to their homes if necessary.
- ❖ Assist those who cannot return to their homes with temporary housing.
- ❖ Deactivate shelters and mass care facilities and return them to normal use.
- ❖ Clean and return shelters to original condition; keep detailed records of any damages.
- ❖ Consolidate mass care shelter(s) costs, and submit these statements to the appropriate authorities for possible reimbursement.
- ❖ Coordinate with **ESF 14** for Individual Assistance.
- ❖ Inform public of any follow-on recovery programs that may be available.
- ❖ Form a long-term recovery assistance team to help ensure individuals and families affected by the disaster continue to receive assistance for serious needs and necessary expenses.
- ❖ Return staff, clients, and equipment to regularly assigned locations.
- ❖ Provide critical payroll and other financial information for cost recovery through appropriate channels.
- ❖ Participate in after action critiques and reports.
- ❖ Updates plans and procedures/guidelines based on critiques and lessons learned during an actual event.

3.6 Mitigation

- ❖ Participate in the hazard identification process and take steps to correct deficiencies in the mass care, housing and human services function.
- ❖ Implement a public education campaign regarding the importance of having adequate homeowners and renters insurance.
- ❖ Encourage shelter considerations in architectural design
- ❖ Conduct training & education.
- ❖ Conduct Practice Drills.
- ❖ Convey public information in multiple formats & languages.
- ❖ Identify volunteer organizations that could assist in shelter and mass care operations and develop cooperative agreements.

4.0 Organization & Responsibilities

4.1 Organization

- ❖ We expect to be assisted by the ARC, other volunteer organizations active in disaster, and local volunteer groups and charitable organizations in conducting shelter and mass care operations.

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- ❖ Mass Care support should most likely be coordinated through the Emergency Operations Center (EOC). ESF 6 Agency Reps in the EOC may be organized under the ICS Operations Section as either a stand-alone “Team” or as part of a functional Group depending upon the needs of the incident.
- ❖ The ESF 6 Team is responsible for coordinating the efforts of local government, volunteer groups, and other agencies involved in shelter and mass care operations

4.2 Responsibilities

ESF Coordinator

- ❖ Maintains a resource list of all available transportation resources including locations of potential fueling points.
- ❖ Supports EOC operations and coordinates ESF-6 activities.
- ❖ Activates EOC or alternates and issues emergency warning(s). Coordinates with appropriate agencies, including government, public service, private and volunteer organizations.
- ❖ Works with other agencies to designate pick-up points, staging and reception areas, shelters and bulk distribution facilities.
- ❖ Requests shelter and mass care support from other local governments or the State if local resources are insufficient

Primary Agencies

- ❖ Identify suitable community facilities and develop emergency Standard Operating Procedures/Guidelines (SOP/SOGs).
- ❖ Maintain list of shelters, capabilities and resources available.
- ❖ Develop shelter management and staffing assignments and supporting training.
- ❖ Set up and operate screening procedures that allows for special needs triage and results in appropriate segregation of residents.
- ❖ Track displaced individuals.
- ❖ Conduct mass care services as described in this annex.
- ❖ Coordinate activities with other agencies tasked for shelter operations.
- ❖ Insure adequate security is available on-site to keep the peace, protect rights and safety of residents, and to facilitate release of shelter residents.
- ❖ Facilitate family member reunification.
- ❖ Maintain communications between shelter staff and EOC.
- ❖ Document costs for reimbursement and auditing purposes as appropriate.
- ❖ Evaluate and review procedures/guidelines to ensure operational readiness.
- ❖ Assist in identifying personnel and resources to support this Annex.
- ❖ Work with LCCO DES to keep this Annex up-to-date.

Support Agencies

City/County Health Department

- ❖ May support shelter operations by providing public health staff (as available) to assist with shelter nursing and to inspect shelters for sanitary conditions including food and water supplies, waste water and garbage disposal.
- ❖ May assist with locating language translation services resources.

Emergency Medical Service (EMS)

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- ❖ Provide on-site availability of basic and advanced life support services and emergency transportation from the shelter to hospitals.
- ❖ Assist in evacuation of Special Needs populations, as requested and able.
- ❖ Assist shelter medical operations, as needed.

St. Peter's Hospital

- ❖ May support shelter operations by assisting the ARC in coordinating medical care and resources for shelters.
- ❖ Help ARC by coordinating for nursing staff for triage and medical care and monitoring.
- ❖ Coordinate other professional medical staff as necessary for effective medical screening and care, including physicians, as necessary.
- ❖ Assist in procurement of pharmacy needs.
- ❖ May identify the need for, and request, professional mental health assistance.
- ❖ Makes notifications to residents' primary care physicians to advise status and location of residents.
- ❖ Identify and request resources, as needed, for effective medical care.
- ❖ Establish and maintain communications with supporting EOC personnel and local hospitals.

Law Enforcement

- ❖ May coordinate resources to support shelter security operations.
- ❖ Provide transportation for arrested individuals from the shelter.

Public Works

- ❖ Provide signage and barricades at shelters or feeding stations, as requested.

Fire Services

- ❖ Address life safety issues at shelters or feeding stations, as requested

Amateur Radio

- ❖ Provide radio communications at shelters or feeding stations, as requested

Volunteer Organizations

- ❖ Provide staff and unmet needs at shelters or feeding stations, as requested

Montana Disaster & Emergency Services (DES)

- ❖ Coordinate assistance to local government and mobilization of resources per the provisions of the [Montana Emergency Response Framework](#).

Federal Emergency Management Agency (FEMA)

- ❖ Administers assistance to the state pursuant to [PL 93-288 of the Disaster Relief Act of 1974, Section 417](#), when threat would constitute a major disaster.

ALL

- ❖ Develop applicable SOP/SOGs, guidelines and/or checklists detailing the accomplishment of their assigned functions.
- ❖ When requested, deploy a representative to the EOC to assist with ESF-6 activities.
- ❖ Provide ongoing status reports as requested by the ESF-6 Coordinator.

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- ❖ Maintain updated resource inventories of supplies, equipment, and personnel resources, including possible sources of augmentation or replacement.
- ❖ Document all costs and expenses associated with response and recovery activities taking care to clearly separate disaster related work from daily work in the event that State and Federal reimbursement becomes available.
- ❖ Maintain up-to-date rosters for notifying personnel and 24-hour staffing capabilities.
- ❖ Perform other emergency responsibilities as assigned.

5.0 Authorities and References

5.1 Authorities

- ❖ See [Section 5.1](#) of Basic Plan.

5.2 References

- ❖ See [Section 5.2](#) of Basic Plan.
- ❖ **Grant County Washington. June 2007:** ESF 6 – Mass Care & Human Services
- ❖ **Sanders County Montana.** October 2010: ESF 6 – Mass Care.
- ❖ **National Response Framework.** January 2008. ESF 6 – Mass Care.
- ❖ [A Guide for Local Jurisdictions In Care & Shelter Planning](#), Alameda County Operations Area Emergency Management Organization, 2003. ** (*very useful for local jurisdiction planners*)

6.0 Attachments

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Attachment 1: Acronyms

Acronym	Meaning
ARC	American Red Cross
ARES	Amateur Radio Emergency Services
CBO	Community Based Organization
CCRC	Capitol City Radio Club
CEO	Chief Executive Officer (<i>also Chief Elected Official</i>)
CERT	Community Emergency Response Team
DES	Disaster And Emergency Services
DESC	DES Coordinator
DPHHS	Dept. of Public Health & Human Services
DWI	Disaster Welfare Inquiry
EAS	Emergency Alert System
EMS	Emergency Medical Services
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
ESF	Emergency Support Function
FBO	Faith Based Organization
FEMA	Federal Emergency Management Agency
IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
JIC	Joint Information Center
LCCO	Lewis & Clark County
MTDES	Montana Disaster & Emergency Services
NEFRLS	National Emergency Family Registration & Locator System
NGO	Non Governmental Organization
NWS	National Weather Services
PIO	Public Information Officer
RC	Reception Center
SECC	State Emergency Coordination Center (MTDES)
SOP/SOG	Standard Operating Procedures/Guidelines
TSA	Transportation Security Administration

Attachment 2: Definitions

Bulk Distribution: includes emergency relief supplies to meet urgent needs which are distributed through sites established within the affected area. These sites are typically used to coordinate bulk food, water, and ice supplies and to coordinate distribution systems with government and non-government organizations.

Disaster Welfare Information: provides for the collection of information regarding individuals residing within the disaster area to immediate family members outside the area. It aids in the reunification of family members within the event area.

Emergency First Aid: provided to victims and workers at mass care facilities and at designated sites within the affected area. This emergency first aid service is supplementary to emergency health and medical services established to meet the needs of the victims.

Feeding: is provided through a combination of fixed sites, mobile feeding units, and bulk food distribution. Such operations are based on sound nutritional standards and include provisions for meeting dietary requirements of victims with special dietary needs.

Mass Care: Providing assistance to those who have been displaced from their homes and others affected by a hazardous situation or the threat of such a situation. Mass care for these individuals includes providing food, basic medical care, clothing, and other essential life support services.

Shelter: Short term lodging for evacuees during and immediately after an emergency situation. Shelters are generally located away from known hazards. Mass care operations are typically conducted in shelters.

Sheltering: includes the use of designated shelter sites in existing structures, creation of temporary facilities such as tent cities, or the temporary construction of shelters, and use of similar facilities outside the affected area.

Special Needs: Individuals/Groups. Includes the elderly, medically fragile, mentally and/or physically challenged or handicapped, individuals with mental illness, and the developmentally delayed. These groups may need to have specially trained health care providers to care for them, special facilities equipped to meet their needs, and may require specialized vehicles and equipment for transport. This population requires specialized assistance in meeting daily needs and may need special assistance during emergency situations.

Welfare Inquiries: Welfare inquiries are requests from relatives, friends, employers, or others for information on the status of persons in an area affected by a emergency situation who cannot be located because they have evacuated, become separated from their families, or cannot be contacted by normal means of communications. Registration of disaster victims at shelters provides some of the information needed to answer welfare inquiries. For emergency situations that extend beyond several days, the American Red Cross may activate a Welfare Inquiry system [known in many other states as a Disaster Welfare Inquiry (DWI) system] to handle such inquiries.